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			miss	hit	exceed
		June '06			
Finance & Planning					
Number of automation customer credit requests	10	3			
Number of automation customer credit requests granted	8	3			
Number of automation customer problem resolution forms filed	10	0			
Percent of automation bills issued by the 3rd Friday of each month	83%	100.00			
The total amount of Automation receivables greater than 90 days old shall not exceed \$100,000	<\$100K	92,276			
Information Processing Center					
Operations Services					
Percentage of online availability.	99.70	100.00			
Percentage of Batch availability.	99.70	100.00			
% of online transactions processed in 5 seconds or less	99.50	99.57			
% of mainframe batch jobs completed on time	99.50	99.90			
CPU utilization not to exceed 95 percent.	95.00	82.53			
Percentage of IPC Mainframe Help Desk problem calls resolved - correct the 1st time	80.00	87.52			
Percentage of timely and accurate IPC Report Distribution	95.00	100.00			
Availability of IMS for Service Arizona	95.00				
Security					
Percentage of successful security system log-in requests.	99.60	99.83			
Amount of downtime hours caused by security incidents	<2.2	1.0			
Number of systems with active monitoring capabilities	2	4			
Number of proactive security fixes tested and implemented	2	4			
Time lag between detection, reporting, and action upon security incidents, in minutes	<45	30			
Security Customer satisfaction score - VOC	6.00				
911					

Percent of Payables processed within 5 days of receipt.	97.00	99.00			
Customer satisfaction score.- VOC	6.0				
Number of meetings, events, and planning sessions attended	3	20			
Number of other state 911 offices contacted.	2	15			
BTS Services					
Number of workstations with individual workstation-based incidents	4.00	3.30			
Percentage of overall LAN availability (aggregate of GroupWise, print, and data servers)	98.00	99.50			
Percentage of GroupWise server availability	98.00	99.00			
Print server availability	98.00	99.80			
Data server availability	98.00	99.80			
Percentage of desktop software problems responded to within 15 minutes	99.99	99.90			
WEB Services					
WEB customer satisfaction score - VOC	6.00				
% time Web hosting services are available/accessible **	99.00	99.99			
% of Internet Remedy tickets closed successfully per month	65.00				
End User Support					
Percentage of mid-range availability	99.00	100.00			
Percentage of server availability	98.00	99.90			
Percentage of mid-range/server support requests resolved within 48 hours of initial receipt.	98.00	100.00			
AFIS					
Percentage of RFS's completed correctly the first time	95.00	100.00			
Percentage of RFS's completed within the negotiated timeframe	85.00	100.00			
Percentage of time that AFIS programs on-line are available	99.00	99.00			
Customer satisfaction (VOC)	7.00				
DRM Services					
Percentage of time Datacom/DB mainframe databases are on-line and available (in Master List as BITS)	99.00	100.00			
Percentage of RFS's completed correctly the first time	99.00	100.00			

Percentage of RFS's completed within the customer required timeframe

94.00	100.00			
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LEGEND

Met Target

Exceeded Target

Did Not Meet Target